

## **Resident's Steps for Resolving Issues**

### **At <<Property Name>>**

The property in which you reside is privately owned. The owner signed a contract with the Department of Housing and Urban Development (HUD) to provide project-based housing assistance to families that qualify and meet the requirements set forth by Housing and Urban Development and the owner. Your property manager or owner works with a Contract Administrator to assure that you have a decent, safe and affordable place to live. If you have questions or concerns about your housing, you can communicate with the following contacts. The order in which you should contact is as follows:

1. Contact the manager of the property at:

<<Name>>

<<Contact Information>>

2. If the issue is not resolved, contact the management agency corporate office at:

<<Regional or Operations Manager>>

<<Name>>

<<Contact Information>>

3. If the issue is still not resolved, contact the Contract Administrator at:

Idaho Housing and Finance Association

Housing Compliance Department

565 W Myrtle Street

Boise, ID 83702

(208) 331-4707

[compliance@ihfa.org](mailto:compliance@ihfa.org) or at the website:

<https://www.idahohousing.com/housing-compliance/contact/>

Note: Do not contact Idaho Housing and Finance Association (IHFA) until you have followed the steps above. IHFA will refer you back to the above contacts.